

September 3, 2020



To All Families of our Skilled Nursing and Adult Care Residents:

Each week we will provide you with updated information on COVID-testing at all of our campuses.

Testing Tracker: Summary of Employees & Residents Diagnostic Testing								
Employees		To date (since pandemic start)			New Suspected Cases			
	Employees tested	Tests Pending	Employees Positive	Employees Negative	Employees tested	Tests Pending	Employees Positive	Employees Negative
Chase	11	0	0	11	0	0	0	0
GSFH	8	0	3	5	1	0	0	1
GSVE	11	0	1*	10	0	0	0	0
Residents		To date (since pandemic start)			New Suspected Cases			
	Residents tested	Tests Pending	Residents Positive	Residents Negative	Residents tested	Tests Pending	Residents Positive	Residents Negative
Chase	10	0	0	10	0	0	0	0
GSFH	25	0	2	23	2	0	2	0
GSVE	23	0	0	23	1	0	0	1
Tested as of 8/26/20				8/27/20-9/2/20				
Please note some testing was purely precautionary as the individual was asymptomatic. Ex: fall led to ER visit and tested.								

Please note the chart above is for testing conducted for cause only. At this time, it does not include the mass staff weekly testing discussed below, resident exposure testing, or staff testing done as part of any pre-op procedures.

NYS DOH Mandatory Testing for all Staff: Results of week of 8/26/20-9/2/20:

Mass Employee Testing				
	Tested	Positive	Negative	Inconclusive or Indeterminate
GSFH	199	3	196	0
GSVE	209	2	206	1
Chase	133	0	129	4

Staff Testing

In the last round of staff testing (8/27/20-9/2/20), we had the following positive results:

GSFH

- On 8/27/20 one of our staff members who works in dietary *tested positive for COVID-19*.
 - The employee is asymptomatic, and will self-isolate for 14 days.
 - No residents were in close contact. One staff member was in close contact and will self-quarantine.
- On 8/29/20, two of our staff members *tested positive for COVID-19*.
 - One staff member works in the Adult Care Facility and is asymptomatic. No residents were in close contact with this individual. Two staff members were in close contact and will self-quarantine for 14 days.
 - The other staff member works in dietary, and is displaying mild symptoms. This person had close contact with one other staff member who will self-quarantine. There were no residents in close contact.

GSVE

- On 8/27/20 one of our staff members who works in the ALR *tested positive for COVID-19*.
 - The employee is asymptomatic, and will self-isolate for 14 days.
 - No residents or staff were in close contact.
- On 9/1/20 one of our staff members who works in IL Dietary *tested positive for COVID-19*.
 - The employee is asymptomatic, and will self-isolate for 14 days.
 - No residents or staff were in close contact.

Chase

- No new positive results.

Resident Testing 8/27/20-9/2/20

GSFH

- On 9/2/20, two of our Adult Care Facility Assisted Living Program residents *tested positive for COVID-19*.
 - The first resident was experiencing congestion and nasal drainage, and was tested for cause. The test was positive. The resident was sent to the emergency room as a precaution due to underlying issues. The resident has since returned to the unit.
 - No residents were in close contact. Two staff members were and will self-quarantine.
 - The second resident was also tested for cause, and the test was positive. The resident remains on the unit.
 - No residents were in close contact. We do not believe any staff were in close contact but are confirming with one remaining staff member.
 - Both families have been notified. The residents are confined to their rooms. We are also observing the following precautions: All meals are being served on paper and all staff are wearing N95 masks at all times when on the ALP unit and adding face shields or goggles and gowns when in *any* resident room.

Chase: No positive resident tests.

GSVE: No positive resident tests.

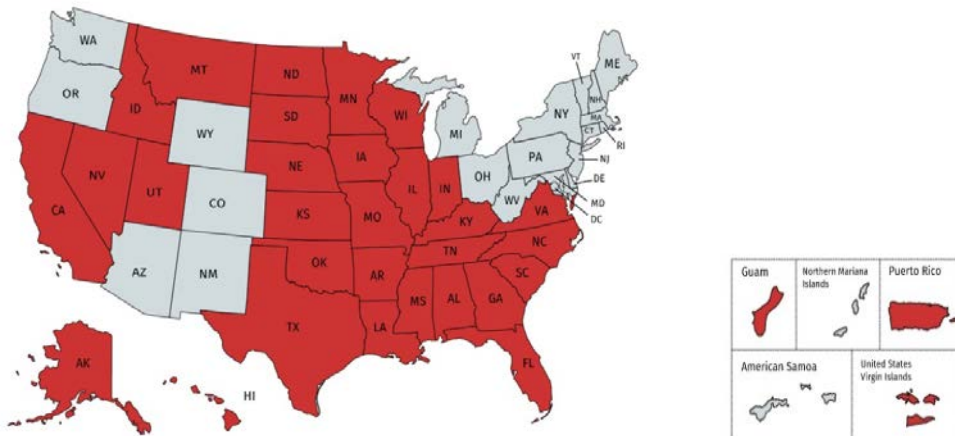
We continue to have a daily monitoring system to monitor all residents for signs/symptoms of COVID-19, as well as our daily screening for all staff.

GSFH ALP

Please note that we now have six residents from GSFH's ALP unit who have tested positive for COVID-19 in recent weeks. Four are hospitalized but stable, and two remain on the unit. We are focusing our energies to care for these residents, and to curtail the spread within the unit and contain it.

NYS Quarantine Travel Restrictions- UPDATE 9/1//20

The list has been revised again as of 9/1/2020 (changes in *italics*), the advisory applies to anyone traveling from Alabama, *Alaska*, Arkansas, California, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Minnesota, Mississippi, Missouri, *Montana*, Nebraska, Nevada, North Carolina, North Dakota, Oklahoma, South Carolina, South Dakota, Tennessee, Texas, Utah, Virginia, Wisconsin, and *three* territories – Guam, Puerto Rico and the US Virgin Islands. No states were removed this week.



This requirement to self-quarantine for 14 days includes not only visitors, but also New York State residents returning from the affected states. *Please keep this in mind as you plan any vacations while the order is in effect.*

All out-of-state travelers from designated states must complete a form upon entering New York. Travelers who leave the airport without completing the form will be subject to a \$2,000 fine and may be brought to a hearing and ordered to complete mandatory quarantine. Travelers coming to New York from designated states through other means of transport, including trains and cars, must fill out the form online.

The quarantine requirements do not apply to any individual passing through designated states for a limited duration (i.e., less than 24 hours) through the course of travel (e.g., layovers, rest areas)

Levels of Care

It was recently brought to our attention that not all families and residents are familiar with all the levels of care we offer at all our campuses, and that the acronyms we use can be confusing. This is a summary of the number of units\beds at each level of care offered at each campus:

	Skilled Nursing Facility	Adult Care Facility (separated into the categories below)			Independent Living
		ALR\EALR	SNALR\EALR	ALP	
GSFH	54 (20 of which are private short-term rehab beds on a dedicated unit)	35	0	32	40 apartments
GSVE	32 (both long and short term)	16	16	0	80 apartments and 74 cottages
Chase	80	0	0	0	0

Independent Living: Independent Living offers apartments and cottages with access to campus amenities such as dining and activities. Accepts Private pay only.

Assisted Living Residence (an ALR exists within an ACF): Serves adults who cannot or choose not to live independently. We offer a little bit of extra help to fully enjoy life including medication management, meals, and housekeeping, as needed. Accepts private pay only.

Enhanced Assisted Living (an EALR exists within an ACF): This gentle midpoint in care lies between Assisted Living & Skilled Nursing. Here, residents can "age in place" with a more personal level of care. Accepts Private pay only.

Assisted Living Program (an ALP exists within an ACF): Similar to both ALR and EALR in terms of services that can be offered, but ALP also accepts Medicaid and SSI to offset fees.

Special Needs Assisted Living (an SNALR exists within an ACF): Offers memory care programming and can be combined with EALR. Accepts private pay only.

Skilled Nursing Facility: The highest level of care we offer with professional nursing services available 24/7. Accepts private pay, Medicare, Medicaid and participating commercial insurances.

COVID Related Costs

As we reported last week, the "We Care" differential of \$2\hour for all employees (except Senior Management) for hours worked on site was eliminated at the end of July. This differential was put in place when NYS was an epicenter of the pandemic, and when many businesses were closed, potentially resulting in families experiencing cash flow issues. As the prevalence of positive COVID cases in NYS decreased dramatically and businesses reopened, we eliminated this differential to conserve funding for other current COVID related expenses and potential future expenses as we move into the fall and winter.

We have utilized some of this funding to support a new, targeted differential authorized by our Board to recognize those employees who are working on a unit with COVID positive residents. This differential will also be \$2\hour, for time spent on a unit with COVID Positive residents. This is to recognize the dedication involved in rising to the challenge to care for these residents.

FAQs: We receive multiple individual emails or calls with questions. Rather than respond individually to multiple individuals asking the same or similar questions, we have added a FAQs section each week. Please note we have an obligation to maintain the privacy of the health information of our employees and cannot provide information which could potentially identify them.

Q: Regarding the GSFH ALP- We now have 6 confirmed resident cases, and more staff members are also testing positive. With the positivity rate declining in NYS, this is surprising. Can you explain? Is there an issue with GSFH's protocols or are staff not following them properly?

A: We completely understand this concern, and given that no family visits have been allowed, people will wonder how COVID entered this unit, and why it has spread. The simplest answer is the virus most likely entered through an asymptomatic staff member unaware of an exposure to a COVID positive individual. While the positivity rate has declined state-wide, it is not at zero, and health care workers are at increased risk due to the nature of the services they perform.

Staff are screened daily before reporting to the unit to assess whether they present a risk. If they are symptomatic, or have been potentially exposed to a known COVID source, they are not allowed to work. If a staff member becomes symptomatic at any time, they are removed from work. Staff members are also tested weekly to identify asymptomatic carriers, but the results can take a few days to return. Pending a positive result, the staff members continue to work and to follow all infection control guidelines. Management monitors adherence to these guidelines. Staff wear appropriate PPEs at all times, but it is impossible to social distance when providing personal care.

In a perfect world, all facilities would dramatically increase testing, but this would only increase the backlog for results given the current availability of testing labs. Rapid antigen testing at the point of care is being deployed throughout the country, but is not available to us yet. When it is, the turn round time for test results will improve but the error rate for false negatives may increase.

In reality, the tests are only as of a single moment in time. Someone could test negative today, then positive tomorrow even if they self-isolated between tests if the first test was conducted early in the disease process when the test could not detect it.

We are not downplaying the seriousness of what is happening in our ALP, or saying nothing can be done. We are deploying all our resources to contain the spread of COVID within the ALP unit.

Q: Why do I sometimes receive multiple 'broadcasts' on new positive cases in one day? Can't GS wait and combine them?

A: NYS requires we issue some type of broadcast to all residents, families and staff within 24 hours of learning someone has tested positive. While we strive to combine new cases into one broadcast, we also need time to conduct contact tracing and personal notifications to the families involved. Depending on when we learn of various positive results, and how long the process takes, the 24 hour deadline can mean we have to issue more than one broadcast on the same day. We apologize for any inconvenience.

Q: The news is reporting NYS has allowed visits to resume in nursing homes and adult care facilities. When will our facilities allow visitors?

A: We will continue to address this question each week as we believe this addresses one of the most critical challenges facing our facilities, our resident and their family members.

We have received clarification that multilevel campuses will be looked at as a whole rather than by level of care. This means re-opening requires 28 days with no new COVID-19 positive cases for residents or staff in any of our levels of care on a specific campus. We understand this is not the news any of us wanted to hear, and we ask that you continue to advocate for more reasonable guidelines on visitations in nursing homes and adult care facilities.

Donations

Thank you to the following individuals or groups for their generous donations of Personal Protective Equipment or other support to our staff and residents:

- No new donations.

We are very grateful for all the support and donations, but please remember to contact the facility's Administrator prior to making a donation so they are aware and they can review any restrictions.



Please visit our website for ongoing coverage of our response to COVID.

Thank you all for your patience during this difficult time. If you are feeling unusually high levels of stress, there are a number of resources available.

- Office of Mental Health Emotional Support Helpline: 1-844-863-9314 *
The Emotional Support Helpline provides free and confidential support, helping callers experiencing increased anxiety due to the coronavirus emergency. The Helpline is staffed by volunteers, including mental health professionals, who have received training in crisis counseling.
- CDC Resources : <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>

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